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Mission statement

Here at Humane we aim to provide a relaxed living and safe environment where our service users can gain skills, confidence and control over their own lives.

This will enable our young people to live more independently. Within our support package key skills will be addressed these include; life skills, general household tasks and financial budgeting.

We assist our young people to access available facilities and resources including colleges. All our young people will be registered with; G.P's, Dentists, Opticians and solicitor.

All our young people will be allocated a key worker of which both service user and social worker will be made aware of.

The key worker will be liaising with appointed social worker and will be responsible for making referrals when necessary to any external agencies.

To provide a safe and nurturing environment for our service users to flourish and fulfil their potential.

Our Service users

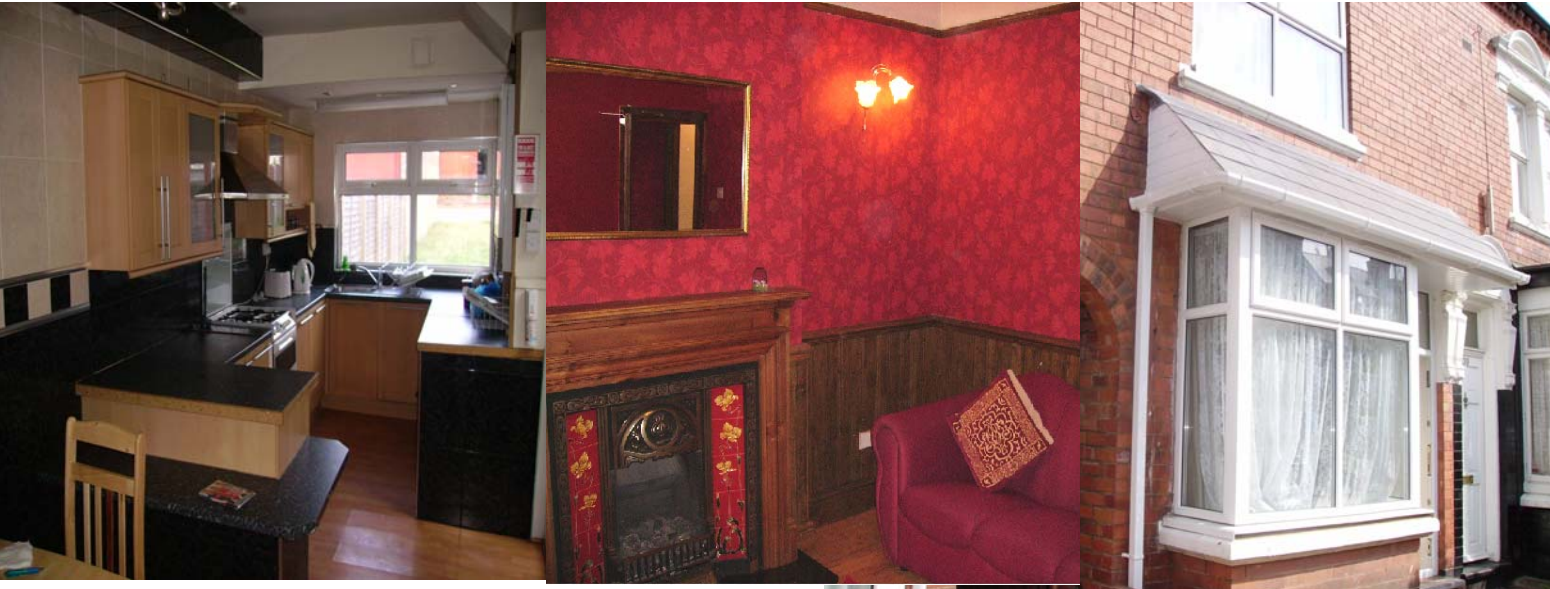


Some of our service users are young unaccompanied asylum seekers minors who have arrived in the country alone to claim asylum.

These young people are often very intimidated by the experience and may have been the victim of exploitation.

Many of these youngsters suffer from post traumatic stress disorder which is why we utilise key workers that have experience in working with people who have experienced trauma and is able to identify the presence of such issues.

Accommodation



Hostel based accommodation is provided to service users entering our care.

For those service users within our care that have developed independent living skills we provide semi independent accommodation.

This comprises of community based properties that are maintained to the highest possible standard via weekly checks.

Female hostel



The female hostel accommodates 5 females. Most of the bedrooms has an en suite bathroom. The hostel is also staffed 24 hours to support service users with any issues they may have.

There is a generously sized kitchen and dining area where service users will be encouraged to engage in group cooking sessions with support staff.

The hostel is 10 minutes from the city centre and provides easy access to bus routes for local colleges that we will encourage our service users to attend.

Bedrooms



Nearly all rooms has an en suite facility meaning that no one has to share bathroom facilities.

All bedrooms are lockable for privacy with easy open catch on the inside for fire safety reasons. This enables service users to establish their own individual living space.

All service users will be provided with an introduction pack. The introduction pack will include information on; house rules, emergency contact numbers, their rights, work eligibility and local services.

Male hostel



Our large well maintained male hostel is based on Birmingham Road, West Bromwich.

We take pride in the accommodation we provide for our service users. The accommodation is well laid out and has all the necessary requirements for privacy and dignity.

Relaxed and comfortable rooms for LAC reviews and support sessions.

All meals are included within the service cost.

Male hostel bedrooms



All bedrooms are spacious, comfortable and well maintained.

All bedrooms have en-suite bathroom facilities and quick release lockable doors for both safety and privacy.

Bedrooms are all complete with central heating and are fully furnished.

Community support

We provide community based support to our service users. This support includes; risk assessments, Life skills assessments and support programmes developed upon the young persons initial entry into our service.

Programs will include support to make and attend appointments. Support programs will also include cooking and key worker sessions.

Support programs will be constructed in line with our responsibilities outlined by the social workers pathway plans and as a result of our initial assessments.

For those service users housed within the community contact will be at a minimum of once weekly.

On the first of every month key workers will send reports to the social worker of every young person within our service.

Key workers will also encourage and support youngsters to pursue personal development activities.

In special cases we provide a higher rate service for young persons requiring extra support or who require special services.

Promoting service user development

We host regular young persons meetings that encourages service users to voice their opinions, ideas or concerns.

Key workers encourage our young people to engage in community and social activities. We understand that by becoming socially active and engaging in activities such as sports and leisure we realise that service users develop confidence, self esteem and self pride.

By supporting our service users to develop these attributes we are aware that service users can leave our care with enough confidence to go on to achieve whatever they dream of.

Privacy

We understand and respect our service users right to privacy. We understand the right to privacy not only from the perspective of the service user but from the perspective of the human rights charter 1.6.1.

We adhere at all times to the data protection act 1984 and caldicott's principles. We provide all of our staff with confidentiality training to ensure the consistency of our practices.

In light of this we train our staff to understand there are times that disclosure will be necessary and how to identify these times.

Resource & Advice CORNER

As part of our philosophy we appreciate that service users social needs are as important as their health or accommodation ones.

It is for this reason that we are both proud and delighted to introduce the Humane resources and advisory corner.

The resources and advisory corner provides access to activities, information and support on any issues that they feel they need support with.

Our transport service will collect our service users from wherever their collection point is and transport them to their accommodation site.

We will also transport service users to and from any appointments for as long as they need support to do so.

EVERY CHILD MATTERS TO US

Safety

Hhealth

Achieve and enjoy

Positive contribution

Education

The above are the targets that we strive to achieve for our service users. Working in partnership with our referring agencies we aim to achieve these objectives whilst supporting some of our service users through the immigration process.

Supporting young people positively

